



STATE OF CALIFORNIA  
Department of Parks and Recreation  
EXAMINATION ANNOUNCEMENT  
GUIDE I, HISTORICAL MONUMENT  
OPEN – SPOT



Final Filing Date: Continuous

*THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.*

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

#### POSITIONS EXIST

This is a **SPOT** examination for San Luis Obispo, Monterey, and Sacramento Counties. Candidates may only establish eligibility for these counties. Positions exist at Hearst Castle in San Luis Obispo County and at various locations in Monterey and Sacramento Counties.

#### SALARY RANGE

\$3343 - \$4184

#### WHO SHOULD APPLY

Applicants who meet the requirements as stated in the minimum qualifications section of this announcement. Applications will not be accepted on a promotional basis.

Once you have taken the Training and Experience (T&E) Examination, you may not retake it for 9 months.

#### FILING INSTRUCTIONS

Applications (STD. 678) are available at California Department of Human Resources website

<https://jobs.ca.gov/pdf/std678.pdf>.

Applications postmarked or personally hand delivered after the final filing date **will not** be accepted for any reason.

Applications **must** include the following information in the section titled: “Examination(s) or Job Title(s) for which you are applying”

- Exam Title: Guide I, Historical Monument
- Exam Code: 6PR15

Only applications for the *Guide I, Historical Monument* will be accepted. If you are applying for multiple examinations you must file a separate application for each one. Failure to do so will result in the rejection of your application from this examination.

**Note:** Do not send your application via office or interoffice mail. Applications received by this manner **will not** be accepted and cannot be returned pursuant to California Code of Regulations §174. Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

#### EXAMINATION INFORMATION

##### TRAINING AND EXPERIENCE EXAMINATION - WEIGHTED 100%

The examination will consist of a Qualifications Assessment, which is the sole component of the Guide I, Historical Monument examination. After each established cut-off date, applicants who meet the minimum qualifications will be emailed the link to the qualifications assessment. **Be sure to include your current/valid email address on your application.** Failure to provide your current/valid email address will prevent you from taking the examination.

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, ability, and potential to effectively perform the duties relative to the classification. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70% on the Qualifications Assessment.

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**Exam Title:** Guide I, Historical Monument  
**Exam Code:** 6PR15  
**Schem Code:** BU90

**Release date:** December 23, 2016  
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**Class Code:** 2794

#### WHERE TO APPLY

Applications may be delivered in person or by mail. Please submit to:

**By mail:**

Department of Parks and Recreation  
Attention: Selections Unit/Cindy Dougherty  
P.O. Box 942896  
Sacramento, CA 94296-0001

**In person:**

Department of Parks and Recreation  
Attention: Selections Unit/Cindy Dougherty  
1416 9th Street, Room 1018 (10th floor)  
Sacramento, CA 95814

#### FINAL FILING DATE

Testing is considered continuous as exam dates can be set at any time. The testing office will accept applications continuously and will notify and test applicants as needs warrant.

#### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment application. The Selections Unit will contact you to make special testing arrangements. If you have not been contacted prior to receiving a notice to appear for the examination, please contact the Exam Analyst at (916) 653-9522.

#### ELIGIBLE LIST INFORMATION

An open, **MERGED** eligible list will be established for the Department of Parks and Recreation. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established. Competitors must then reapply to retake the Training and Experience (T&E) Examination to reestablish list eligibility.

#### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination as stated on this examination bulletin as of the date the test is taken.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.

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## MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "**Either**" I, "**Or**" II, "**Or**" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

### **Either I**

Six months of experience in the California state service performing the duties of a Guide Trainee, Historical Monument. (Education of college level may be substituted for up to three months of the required experience on the basis of two years of college being equivalent to three months of experience.)

### **Or II**

**Experience:** One year of experience involving major emphasis on oral presentations before groups. (Education of college level may be substituted for up to six months of the required experience on the basis of two years of college being equivalent to six months of experience.)

### **And**

**Education:** Equivalent to the completion of the twelfth grade. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## POSITION DESCRIPTION

The Guide I, Historical Monument, conducts the public on tours through historical monuments; explains the historical significance of the unit and exhibits to individuals and groups; assists in preparation of tour talks by study of reference and other material; protects buildings and exhibits against theft, damage, and vandalism; maintains order and enforces the rules and regulations of the State Park System; prepares exhibits under guidance; maintains exhibits; assists in the cleanup and maintenance of the monument or may supervise others in this work; keeps records and performs other associated clerical tasks.

## EXAMINATION SCOPE

### **Knowledge of:**

1. The English language to speak with proper grammar and pronunciation when speaking with staff, visitors, and other members of the public.
2. Verbal communication techniques to ensure information is communicated effectively to diverse groups of people.
3. Customer service techniques and principles to ensure effective responses to customer questions, issues, complaints, etc.
4. Meaning of facial expressions and body language in order to gauge the reactions of the tour groups.
5. Basic computer programs (i.e., Word, Excel, Outlook, etc.) to perform duties related to the job (i.e., create documents, send/receive email, analyze data, etc.).
6. Basic mathematics (i.e., addition, subtraction, multiplication, division, etc.) in order to analyze numerical data to develop and/or manage budgets, track donations or volunteer hours, assess visitor numbers, etc.

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## **EXAMINATION SCOPE CONTINUED**

### **Skill to:**

1. Speak with proper grammar and pronunciation to communicate with staff, visitors, and other members of the public.
2. Speak to groups of people of varying sizes and personal characteristics, adjusting the method and manner of speaking as necessary to maintain attention, and to ensure the understanding of the group members.
3. Actively listen to visitors and others to make sure questions and comments are fully understood.
4. Conduct research, including identifying and using appropriate sources, evaluating the quality of information, and compiling and summarizing information to plan and develop interpretive programs and materials.
5. Resolve disagreements and conflicts in order to achieve a harmonious, productive environment.
6. Read and understand complex information and ideas presented in writing (i.e., policies, procedures, historical documents, research articles, etc.).
7. Prioritize and organize work activities of self and others to ensure all work is completed correctly and in a timely manner.
8. Utilize basic computer programs (i.e., Word, Excel, Outlook, etc.) to perform duties related to the job (i.e., create documents, send/receive email analyze data, etc.).
9. Perform basic housekeeping duties to keep public and staff use areas clean and safe.

### **Ability to:**

1. Speak to groups of people with sufficient volume and clarity to ensure that all group members hear and understand.
2. Remember material for guided tours to present information that sounds natural and spontaneous.
3. Stand for long periods of time to perform the duties associated with the job.
4. Establish a positive work environment by providing direction, vision, and motivation to others to ensure productivity.
5. Walk more than 5 miles both uphill and downhill, up and down stairs, to lead walks/hikes or perform other job duties, within time constraints.

## **SPECIAL PERSONAL CHARACTERISTICS**

Neat personal appearance; tact; poise; willingness to work on Saturdays, Sundays, and holidays on an assigned shift; ability to stand and walk for long periods of time.

## **VETERANS' PREFERENCE**

Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

## **CAREER CREDITS**

Career credits are not granted in open examinations.

## **CONFIDENTIALITY AND SECURITY**

Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

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## GENERAL INFORMATION

**For an examination without a written feature**, it is the candidate's responsibility to contact the Selection Unit of the Department of Parks and Recreation, (916) 653-9522, three weeks after the final filing date if he/she has not received a progress notice.

**Applications are available at** Department of Parks and Recreation, California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department, and online at [jobs.ca.gov](http://jobs.ca.gov).

**If you meet the requirements**, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Parks and Recreation** reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changes. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Veterans' Preference:** Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application ([CalHR 1093](#)), which is available at [www.jobs.ca.gov](http://www.jobs.ca.gov) and the Department of Veterans Affairs.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

### DEPARTMENT OF PARKS AND RECREATION

Personnel Office/Selection Unit 1416 9<sup>th</sup> Street, Room 1018, Sacramento, CA 95814 (916) 653-9522

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device  
1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)